## Service to the Citizen: Faster, Cheaper, Better

| ///. The Digital Government Portfolio Next Generation Agency Application Development |                                    |  |                                     |
|--|------------------------------------|--|-------------------------------------|
| Internal - Government to Government  | nt (G2G)                           | External - Government to Citizen                                     | (G2C)/ Government to Business (G2B) |
| Travel Voucher Procuren Interagency Payment  |                                    | 3  | ter License Tabs                    |
| interagency Payment  |                                    | ILD \  |                                     |
|  |                                    | T  |                                     |
|  | ON                                 | ICE \  |                                     |
| Policy (Built on paper)  |                                    | Infrastructure & Applications (Built in silicon)                     |                                     |
| Collaborative Policy   | Statewide IT Policy (ISB-Specific) | Statewide IT Infrastructure  | Agency Specific IT Activities       |
|  |                                    |  | Applications Academy                |
|  | Security Policy and Procedures     | Security Architecture  | Security Plan and Interface         |
|  | Authentication                     | Authentication & Single Sign-on                                      |                                     |
| Subscriber Registration  |                                    | Directory Services   |                                     |
|  | Access Control                     | Access Control Services  |                                     |
| Encryption/Confidentiality   | Encryption                         | Encryption Services  |                                     |
|  | Certification Authority            | Certification Authority Services                                     |                                     |
| Integration Architecture   | Messaging Infrastructure Standards | Messaging Infrastructure   |                                     |
| E-Payments   | ( )                                | E- Payment Services  | Payment Interface                   |
| Credit Cards   |                                    | Credit Cards   |                                     |
| Internet Checks  | Tr policies supporting non-        | Internet Checks  |                                     |
| Internet Bill Delivery & Payment   | proliferation                      | Internet Bill Delivery & Payment                                     |                                     |
|  | JT Association / Justicians and    | State Financial EFT Capability                                       | Desired Desire 0 Development        |
|  | IT Acquisition/ Investment         | 24/7 Holp Dook   | Project Design & Development        |
| Audit Standards  |                                    | 24/7 Help Desk   |                                     |
| Digital Archive/ Record Retention  |                                    | Digital Archive  |                                     |
| Agency Collaborative Evaluation  | Internet Standards & Protocols     | Software Component Framework   | Tool Selection                      |
| Agency Collaborative Evaluation  | 2000 Strategic IT Plan             | Software Component Trainework  | 1001 Selection                      |
|  | 2000 Strategic 11 Flair            |  | Requirements Definition             |
| Universal Web Design   |                                    | AW Web style guide   | Requirements Definition             |
| Oniversal web besign   |                                    | inside Washington  |                                     |
| II. The Early Adoption Portfolio   |                                    | miside Washington  |                                     |
| Incubator for Business Trans   | sformation                         |  |                                     |
| Internal - Government to Government (G2G)  |                                    | External - Government to Citizen (G2C)/ Government to Business (G2B) |                                     |
| Electronic A-19 Electronic Cash Online Correction Form                               |                                    | ELF Tax Filing Sno-Park  | WATCH (WSP)* Internet Bid           |
| Invoice (GA)* Tracking (ECY)   |                                    | (DOR)* Permit (Parks)*   | (GA)*                               |
| Collaborative Policy   | Statewide IT Policy (ISB-Specific) | Statewide IT Infrastructure  | Agency Specific IT Activities       |
| Public Access (RCW43.105)  |                                    | Access Washington Portal   | Web, IVR, VC, TV                    |
| Disclosure & Privacy (RC42.17.260)   |                                    | [Published Statement on Portal]                                      | [Published Statement on Web]        |
|  |                                    | Pilot money manager infrastructure                                   |                                     |
|  |                                    | Credit Card Services   | Internet Standards & Protocols      |
|  |                                    | Secure access services (fortress)                                    | 2000 Strategic Plan                 |
| Electronic Authentication (RC19.34)  |                                    | Pilot Certification Authority  | V                                   |
| Software Exemption (RC84.04.150)   |                                    | Collaborative Policy   | Web-based Development Efforts       |
|  |                                    | <u> </u>   | Tool Selection (Forms)              |
| I. The Foundation Portfolio  |                                    |  |                                     |
| Mission Critical Systems, Bedi   | rock Infrastructure                |  |                                     |
| Internal - Government to Governmen   | nt (G2G)                           | External - Government to Citizen (G2                                 | C)/ Government to Business (G2B)    |
| AFRS (OFM)* Retirement (DF   |                                    | EBT (DSHS)* ACES (DSHS)*   | GUIDE (ESD)* One-Stop (ESD)*        |
| Collaborative Policy   | Statewide IT Policy (ISB-Specific) | Statewide IT Infrastructure  | Agency Specific IT Activities       |
| Portfolio Management (RC43.105)  | IT Portfolio Management            | [Implementation Continues]   | [Phased Approach to Projects]       |
| Year 2000 Liability (RCW4.24.650)  | Year 2000 Compliance               | [100% Certified]   | [98% Certified]                     |
| Information Technology (43.105)  | Standards                          |  |                                     |
|  | Host level computer OS             | System/390 & UNISYS 2200   | Vanilla Project                     |
|  | Distributed "client/server" OS     |  |                                     |
|  | Database systems                   |  |                                     |
|  | E-mail                             | Enterprise electronic mail directory                                 | Migration to Microsoft Exchange     |
|  | Telecommunications wiring          | Broadband standards-based  | INPHO (Health Network)              |
|  | Inter-networking standard          | (TCP/IP) Backbone Network  |                                     |
| K-20 Education (E2SSB 6705*)   | Network transport/ electronics     | K-20 Network   | Phase I & Phase II                  |
| Justice Integration (RCW10.98.160)   | PCN/ Livescan                      | Justice Information Network  | Justice Information Blueprint       |
| GIC Strategic Plan   | de facto                           | GIC Clearinghouse  | Coordinate Data                     |

<sup>\*</sup> Intended to be illustrative, not exhaustive